

# Personnel Support Activity Jacksonville

CDR WOODIE CHEWNING  
Commanding Officer

*Commanding Officer's Conference  
Cleveland, Ohio  
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# PSA JACKSONVILLE



- ◆ PERSONNEL ISSUES
- ◆ PAY ISSUES

# Personnel



# Common Access Card

- ◆ Issue: Poor reliability with CAC equipment, technical service, and supply channels.
- ◆ Discussion: PSDs are besieged with angry customers caused by a program that has failed to deliver as promised.
- ◆ Recommendation: Determine threshold failure rates and train to revert to teslin to maintain customer expectations.

# PCS Between Exam Cycle

- ◆ Issue: Action must be taken for members eligible for exam during PCS transfer to ensure exam can be taken between stations or immediately upon reporting PCS.
- ◆ Recommendation: Prepare a comply with item in all enlisted PCS orders to ensure this action completed by transferring ESO and member.

# Reserve Advancements

- ◆ Issue: RHS and OPINS/NES not passing advancements.
- ◆ Discussion: Advancement information for mobilized reservists does not pass automatically to the active side if advancement date exceeds recall date.
- ◆ Recommendation: Modify corporate systems to communicate advancement data.

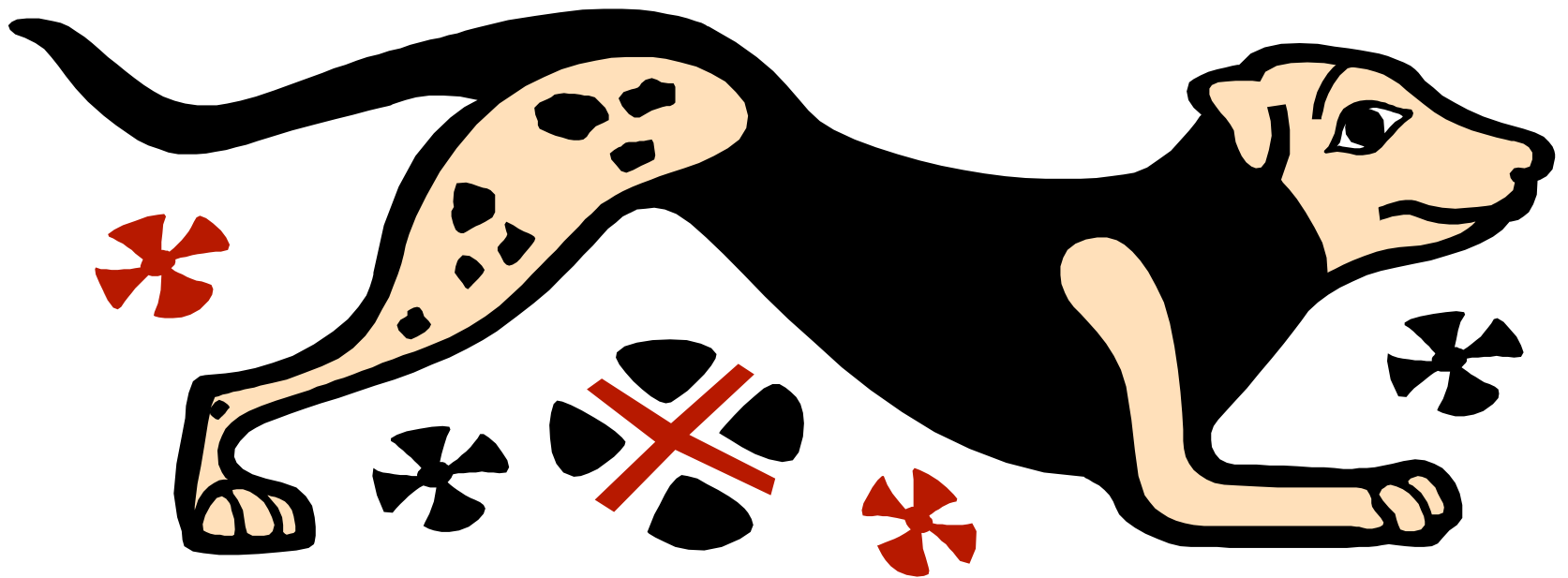
# Disparity Between NSIPS And Corporate

- ◆ Gains fail at core, but NSIPS has them in the correct command locally.
- ◆ Core does not show the loss but shows the gain.
- ◆ On-line NES gains for mobilization provide unsolicited feedback in NSIPS reports.

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Pay

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# UH Management Notices

- ◆ Issue: A UH notice is prompted in DJMS when the days enroute on PCS are not accounted for correctly. This results in erroneous pay and/or incorrect leave charged. UH notices that are not corrected transfer the problem to the next PSD/ship.
- ◆ Recommendation: DFAS include UH data in monthly statistical reports by activity.

# PCS Variance - Unliquidated Travel

- ◆ Issue: NPC monthly reports to PSAs identifying PCS travel expenditures registered that are unliquidated.
- ◆ Discussion: PCS variance data is not timely. Data reflects one time and drops off report. Value of unsettled PCS in millions.
- ◆ Recommendation: Review program and automate. Send member notification and collection letter directly.

# Central AT/ADT Pay

- ◆ Issue: Centralize AT payments.
- ◆ Discussion: Currently members interface with training site PSD. Alternative proposal is to interface with hometown PSD. Neither solution will result in efficient use of PSD resources.
- ◆ Recommendation: Establish central payment center for all AT/ADT pay.

# DMO & NSIPS

- ♦ DMO was beta tested in Mayport. It is fully functional and required minimal training. Developers listened to users and resolved nearly all issues. Users like it.
- ♦ NSIPS OPEVAL conducted in Gulfport. We elected to return to UMIDS after the test. Similar issues that plague the personnel side were noted in the pay module.

# FSGLI

- ◆ Issue: PERS 6 working with DMDC provided a website input process that has problems posting to DJMS.
- ◆ Discussion: PSD inputs via DMDC website to decline or reduce amount of FSGLI. Termination dates do not post to DJMS.
- ◆ Recommendation: Provide field FIDS to decline or reduce FSGLI.

# BAH-DIFF

- ◆ Issue: Effective June 2002 BAH-DIFF will terminate upon promotion. PSD must recompute and restart entitlement.
- ◆ Discussion: No standard process to identify officers and enlisted impacted.
- ◆ Recommendation: Provide notification to member and disbursing offices of members affected.

# Thrift Savings Plan - Separation

- ◆ Issue: TSP automatically closes accounts with balances less than \$3,500, and refunds money for members separated.
- ◆ Discussion: [www.tsp.gov](http://www.tsp.gov) states member will be given opportunity to elect leaving money in TSP. The result is confusion and unexpected tax issues for members.
- ◆ Recommendation: Clarify rules.



End

◆ End